

Lynchburg Department of Emergency Services

Social Media Citizen Use Policy

The Lynchburg Department of Emergency Services (LDES) engages our citizens through a wide range of communication outlets. Communicating with the LDES through social media provides citizens with a helpful medium that is conducive to real-time discussions and useful feedback.

It is important to understand that the LDES social media accounts are not continuously monitored. Therefore, to report an emergency you must call 9-1-1.

Please be aware that when engaging with the LDES, through social media, you are agreeing to:

Commenting on an LDES Social Media Site

Comments made by the public to these sites are reviewed and, while comments will not be edited by LDES personnel, a comment may be deleted if it violates this comment policy. Examples of comments that will be removed include, but are not limited to:

- Obscene, indecent or profane language, pictures and/or videos.
- Threats, personal attacks or defamatory statements.
- Hate speech directed at race, color, gender, sexual orientation, national origin, ethnicity, age, religion or disability.
- Fraudulent, deceptive or misleading information.
- Comments not related to the posted topic for the LDES social media page or post.
- Multiple successive off-topic posts by a single user or repetitive posts copied and pasted by multiple users, or spam.
- Promotion or endorsement of services and products.
- Comments advocating illegal activity or posting of material that violates copyrights or trademarks of others.
- Violate any local, state, or federal laws and/or is otherwise unlawful.
- Campaign materials promoting or opposing an individual in an election for political office.

User Created Content

Users are welcome to submit or post content, including photographs and videos, to the LDES social media sites. The content must meet the following conditions: the content meets the standards articulated in this Social Media Citizen Use Policy and pertains to the subject of the social media site. Users may only post their own, original content. Reproduced or borrowed content that reasonably appears to violate third party rights will be deleted. Users should have no expectation of privacy when posting to the LDES sites.

Questions or Concerns

Questions or concerns regarding the Lynchburg Department of Emergency Services social media activity and/or this Social Media Citizen Use Policy should contact: Melissa Foster, Director of the Lynchburg Department of Emergency Services, at melissa.foster@lynchburgva.gov.

Note: This comment policy is subject to amendment or modification at any time.